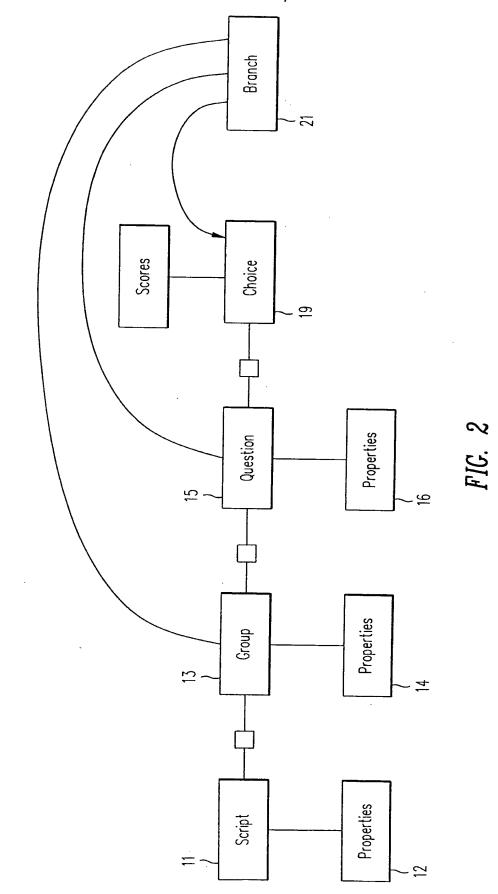
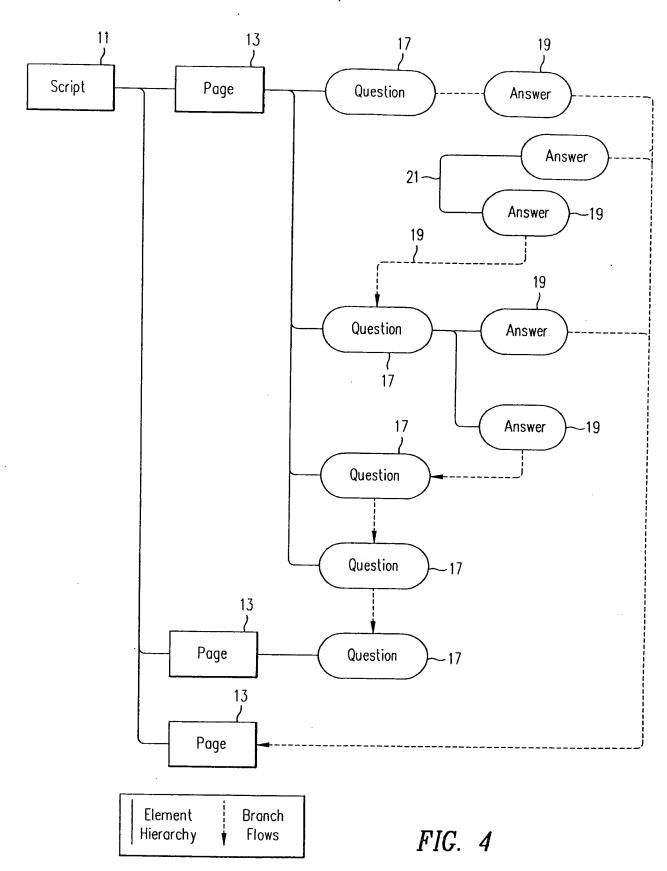


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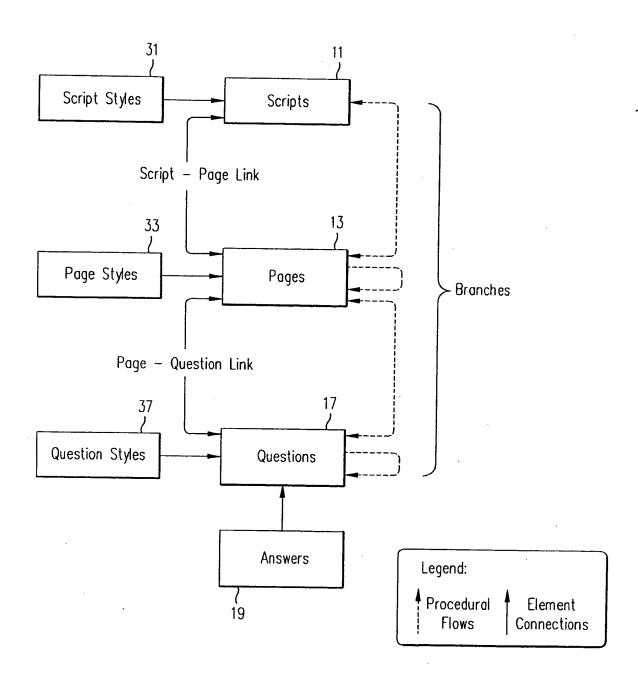


FIG. 5

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<u> </u>
First Name Last Name
Campaign
Service
Script playing area.
Thank you for calling Siebel systems. This is Tiffany, how can I help you today? o Need license key ~17
o Need upgrade to Siebel 99 —17
• Need assistance on new SmartScript —17
How long have you been working with SmartScript? —17
1 week 19
Have you read the documentation? —17 o Yes
o No
11

FIG. 6

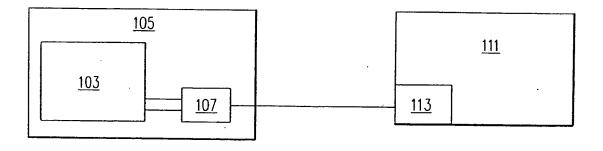


FIG. 10

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SIEBEL Question 5 Question 6 Page 2 7 21 Question 3 Question 4 Queries () 13 9 Answer 2 Answer Answer Question 2 Question 1 Page 1 Output File Edit View Source File Query Reports Help ◁ D This is an Introduction that FALSE ◁ Kevin's Script Master Script Page 1
Page 2
Page 3
Page 4 Page 5 Kevin's Scrip Associate Script
Background Bitmap
Background Bitmap Style
Business Component Siebel Script Builder Scripts Script Explorer Alphabets Class Comments Height Help Inactive Properties Project (

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FIG. 8

SIEBEL Opportunities Service Campaigns SmartScript Orders Account ActiveBriefings Contacts Activities Calendar Training Quotes Projects Compensation Product ◁ ▷ D ◁ Δ Δ Δ Recommend Purchase default N When All in Page Only Current Δ Reveal 23c 11 of 11 One per line Rows 7 Queries Layout ltem: Computer Model ? default 8 Normal Blue Bold Question 5 Confirm Confirm Interest Greeting First 170 <u>&</u> ಹ SmartScript Page Designers Pentium III Campaign Reports Help Confirm Interest Solution Input/ Interest default <u>.</u> Needs Analysis ∇ File Edit View Source File Query Script Page Pages Name Question Branch C Threads Page ∇ ΔΔ \triangleright Siebel Call Center Script Programs Question Programs Script Sessions Telephone Status Script Branches Page Branches Views Script Wizard SmartScripts Scripts Page Designer Resolution Documents Message Broadcasts Solutions History Pages Styles

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FIG. SIEBEL ◁ Opportunities Service Campaign SmartScript Orders Accounts ActiveBillings Contacts Activities Calendar Training Quote Projects Compensation Prod estions Intermediate Intermediate ◁ \triangleright 1 of 4 Style Δ Δ Novice Δ Blue Normal Question გ Novice \overline{S} Est. Duration 5 Minutes X Queries (This Dialog will help verify the State of SmartScript Check for Unreachable Question Check for pressing Answer Branches Check For Required Transactions Also Verify pages used by this Script Cancel Verify Check For Unreachable Next> ∇ First Page Δ Import 0verview Verify Script View Screens Go Query Reports CTI Help Export Financial Customer Service Inbound Script for 25% Dis 55 – 57 – 53-53 SmartScript Administration Active Computer User Profile New Service Request Inbound Service Call Pentium II Script English-American **Fransactions** Phone No. Scripts Name Script abla ∇ Threads ΔΔ Resolution Documents Siebel Call Center Message Broadcasts Script Programs Question Programs Û Telephone Status Script Branches Page Branches Views Script Sessions Script Wizard SmartScripts File Edit Pages Questions History Scripts Styles